

DPW
Ms. Anderson (287-4058)
15 September 2006

IMSW-HOD-PWH

SUBJECT: Procedures for Reporting Damages Caused by Transportation Contracted Carrier Fact Sheet

PURPOSE: To provide information on reporting procedures when damage to on-post housing unit occurs by moving company.

FACTS:

1. When damage to on-post housing unit occurs by a transportation carrier during move-in or move-out, the occupant will be liable for repairs to the unit. Occupant should call Fort Hood Family Housing (FHH) in Bldg 18010, 287-4212, to receive a damage estimate and to coordinate the required repairs. Occupant is responsible to reimburse FHH if repairs are made by FHH. Liberty Village occupants should contact Liberty Village Administration Office at 526-3788.
2. Occupant is responsible for coordinating all loss and damages directly with the contractor/ carrier or agent and the Transportation Office.
3. Before the carrier departs from the address, occupant must obtain as much information as possible from the carrier, such as:
 - a. Statement from the carrier, stating how damage occurred.
 - b. Name of person who caused the damage with their signature on the statement mentioned above.
 - c. Name of carrier and agent as well as phone number and address of carrier.
4. Occupant will be responsible to seek reimbursement from the carrier for the cost of repairs.
5. Tenant insurance is highly recommended. This will allow you to seek compensation in the event of theft or property damage/ loss. Fort Hood Family Housing is not responsible for personal property losses.
6. Visit our website at www.dpw.hood.army.mil for more information on housing services and policies.

(Original Signed)

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